GOVERNMENT OF INDIA
SOCIAL JUSTICE AND EMPOWERMENT
LOK SABHA

UNSTARRED QUESTION NO:565
ANSWERED ON:20.02.2003
TELEPHONE HELPLINE FOR OLDER PERSONS
RAMESH CHENNITHALA

Will the Minister of SOCIAL JUSTICE AND EMPOWERMENT be pleased to state:

(a) whether a telephone helpline for older persons has been started in Delhi, Ahmedabad and Bhuj;

(b) if so, the details thereof and the response thereon from the older persons;

(c) whether the scheme is being extended to other cities also;

(d) if so, the details thereof; and

(e) if not, the reasons therefore?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF SOCIAL JUSTICE & EMPOWERMENT (DR. SANJAY PASWAN)

(a) Yes, Sir.

(b) One helpline in Delhi had started during the year 1999-2000. Two Helplines inAhmedabad and Bhuj had started during the year 2000-01. Upto 31.1.2003 about 71,257 calls were made. Further the response received from Older Persons upto31-1-2003 are 24,328 calls/visits, 20,202 numbers of information/guidance provided, 6424 forms were collected and 2672 forms/bio-datas were submitted.

(c) At present the scheme is not extended to other cities.

(d) Does not arise.

(e) No further request has been received.